

STATEMENT OF WORK

SCOPE OF WORK: The Contractor shall provide all labor, equipment, tools, supplies, supervision and other items or services necessary to provide complete Cab Window Cleaning Services for the San Diego (Lindbergh Field) Air Traffic Control Tower (ATCT) located in San Diego, California, Montgomery ATCT located in San Diego, California, Palomar ATCT located in Carlsbad, California, Gillespie ATCT located in El Cajon, California, and Brown ATCT located in San Diego, California. Includes cleaning of Radar Dome and window cleaning of 1st Floor Office at the San Diego (Lindbergh Field) ATCT located in San Diego, California. The Contractor shall provide Cab Window Cleaning Services/Radar Dome/Windows for 1st Floor Office for the facilities to include all materials, labor, tools, and equipment. The contractor shall perform to the standards and specifications in this contract.

DESCRIPTION OF SERVICES: Twice (unless otherwise indicated) monthly air traffic control tower (ATCT) cab window cleaning services. Windows must be spotless and bug free for complete visibility of airport approach and runways. After windows have been cleaned, traces of film, dirt, smudges, water and other foreign matter shall be removed from the frames, casings, and glass surfaces. Performance of the contract shall be accomplished any weekday during the first and third weeks of the month, preferably in the morning.

SERVICE REQUIREMENTS:

- a. The cab window cleaning services function at the San Diego (Lindbergh Field) ATCT, Montgomery ATCT, Palomar ATCT, Gillespie ATCT, and Brown ATCT shall be provided 2 times per month.
- b. The Radar Dome cleaning at San Diego (Lindbergh Field) ATCT shall be provided 2 times per year.
- c. The 1st Floor Office window cleaning at San Diego (Lindbergh Field) ATCT shall be provided 4 times per year.
- d. Holidays observed by Government employees during the term of this contract are as follows:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Fourth of July	Labor Day
Columbus Day	Veteran's Day	Thanksgiving Day
Christmas Day		

Any holiday as declared by the President shall also be observed. A skeleton crew of on-site FAA personnel will consist of essential safety related positions only, on the holidays listed above.

CONTRACTOR PERSONNEL:

- a. Contract Employees – The government reserves the right to restrict the employment of any contractor or prospective contract employee, who is identified as a potential threat to the health, safety, security, general well being, or operational mission of

the installation and its population. Employees of the contractor, in the performance of this contract, are subject to security investigation as specified within Section C.5.

- (1) The Contractor shall furnish the COTR, a list of the names of personnel who will be performing work in the building. Only authorized personnel will be permitted in the area. Keys shall be released only to personnel approved by the COTR. This list must be maintained and kept current to include new hires or terminated employees.
- (2) Contractor personnel shall be physically able to do their assigned work and shall be free of communicable diseases. They shall present a neat appearance and be easily recognized. This may be accomplished by wearing distinctive clothing bearing the name of the company or by wearing appropriate badges which contain the company name and employee name.
- (3) The Contractor shall not employ any person who is an employee of the United States Government is the employment of that person would create a conflict of interest.
- (4) Neglect of duties shall not be condoned; sleeping on duty, unreasonable delay or failure to carry out assigned tasks, conducting personal affairs during duty hours, or use telephones, copy machines, or other equipment provided for official Government use for other than official business.
- (5) The Contractor and his/her employees shall be subject to all rules and regulations relative to entering and leaving the facility.
- (6) Contractor employees will report fires and hazardous conditions to the COTR. Items in need of repair, such as flickering or non-operating lights, leaky faucets, toilet stoppages, etc; shall be reported to the COTR.

SECURITY REQUIREMENTS:

- a. The Contractor and each of his/her employees engaged in work under this contract shall execute and submit on original forms to the Civil Aviation Security Office: (See Part II, Section I, 3.14-2 Contractor Personnel Suitability Requirements) FD-258 Fingerprint Card, SF 85P Questionnaire for Public Trust Positions, and (where required) DOT F 1681 Identification Card/Credential Application to include 2 color photos for each employee with names printed legibly on back. Pictures must be taken at eye level with full face view and be large enough to be trimmed to 1-1/4" x 1 5/8". These forms must be received completed by the Civil Aviation Security Office not later than 30 calendar days from the first day of work. Original forms shall be provided by the CO.
- b. Employees without properly executed forms will not be allowed access to any work site.
- c. All Contractor personnel who receive favorable security clearances will be allowed to continue to perform work under the contract. Any individual who is found to be otherwise unsuitable will be removed from work under the contract.

- d. All Contractor personnel shall comply with guidelines for access to Federal installations as coordinated through the COTR. All changes of personnel shall be coordinated with the Security office prior to entry onto any FAA leased and/or owned property. The Contractor is required to comply with all security regulations and directives as identified herein, and other security requirements as are shown elsewhere in this contract.
- e. The Contractor shall furnish to the Civil Aviation Security Office the following information:
 - 1. Complete name of each employee
 - 2. Current address
 - 3. Date of birth

This information is required a minimum of seven (7) days prior to execution of work. This list must be kept current.

- f. Contractor personnel are not authorized access to any area where classified information is used, stored, or processed. If visual, aural, or physical access to classified materials is made, even inadvertently by contractor personnel, they are required to be debriefed by the Control Point Manager.
- g. All Contractor employees shall wear nametags furnished by the Contractor with a minimum of the employees' last name. In addition, the nametags worn by the PM and supervisors shall indicate their job titles.

LOST AND FOUND PROPERTY:

- a. It is the responsibility of the Contractor to ensure that all articles of possible personal or monetary value found by the Contractor's employees are turned in to an office designated by the COTR.

KEY CONTROL:

- a. Keys will be given to personnel approved by the COTR. Final payment will be withheld until all keys have been returned as verified by the COTR.
- b. Keys issued to the contractor by the Government shall not be duplicated.
- c. The Contractor shall report the occurrence of a lost key to the COTR not later than the next workday.
- d. The Contractor may be required to reimburse the Government for replacement of locks or re-keying as a result of contractor loss of keys. In the event a master key is lost or duplicated all locks and keys for that system shall be replaced by the Government at the total cost deducted from the monthly payment due the Contractor.

MATERIALS:

The Contractor shall furnish all supplies, materials, and equipment necessary for contract work.

NOTES: All materials which the Contractor proposes to use shall be as specified based on manufacturer recommendations. The Contractor shall furnish the COTR with Product Data and Material Safety Data Sheets for all chemicals stored on-site.

EQUIPMENT AND TOOLS:

- a. Within 48 hours after receipt of award, the Contractor shall submit to the COTR for approval, a complete list of the equipment to be used as deemed necessary to properly perform the work defined in this contract.
- b. Equipment shall include, but is not limited to, wet and dry lift and necessary attachments, ladders, buckets, cloths, brushes, squeegees, etc; unless otherwise provided for.
- c. Equipment used shall be in safe operating condition and suitable grade for purpose intended.
- d. All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces.
- e. All electrical equipment used by the Contractor shall meet all safety requirements of this contract and shall be UL approved. This equipment must operate using existing building circuits and shall not be operated from critical power circuits. It shall be the responsibility of the contractor to prevent the operations or attempted operation of electrical equipment, or combination of equipment which require power exceeding the capacity of existing building circuits.

UTILITIES: Electrical power will be furnished by the Government at existing power outlet for the operation of equipment that is necessary to perform building maintenance. Hot and cold water will also be available for performance of the work.

CONSERVATION OF UTILITIES: The Contractor shall be responsible for instructing employees in utilities conservation practices. The Contractor shall be responsible for conserving utilities, which shall include, but not necessarily be limited to:

- a. Lights shall be used only in areas where and at the time when work is actually being performed unless otherwise directed by the COTR.
- b. Mechanical equipment controls for heating, ventilation and air conditioning systems will not be adjusted by contract employees.
- c. Water faucets or valves shall be turned off after the required usage has been accomplished.

STORAGE SPACE, JANITOR'S CLOSETS AND LOCKER ROOMS:

- a. Space may be assigned to the Contractor by the COTR for storage of bulk supplies and equipment used in performance of the work.
- b. The Government will not be responsible for damage and/or loss to contractor's stored supplies, materials, equipment, or the personal belongings of contractor's employees occasioned by fire, theft, accident, or otherwise.

- c. Failure to keep any of the facilities described above in a clean and orderly condition, unsatisfactory to the COTR, may result in the withdrawal of the privilege of using them.

COORDINATION WITH OTHER CONTRACTORS AND GOVERNMENT EMPLOYEES:

The Government may undertake or award other contracts for additional work. It is the responsibility of the contractor to coordinate hi/her efforts with other work going on in the area. If for any reason the contractor is prohibited or substantially delayed from performing, the contractor is to immediately notify the COTR.

QUALITY CONTROL: The Contractor shall establish and maintain a complete Quality Control Program (QCP) to ensure the requirements of the contract are provided as specified. One copy of the Contractor's Quality Control Program shall be provided to the CO/COTR not later than the Pre-Performance Conference. An updated copy must be provided to the CO/COTR on the contract start and as changes occur. The plan shall include, but not be limited to, the following:

- a. A scheduling system, based on the services indicated in the task and frequency charts for cleaning, and the indicated time frames shown in the remarks column. The schedule shall show, by building and area, the day and shift when tasks will be accomplished. The contractor shall comply with the submitted schedules as approved by the CO/COTR.
- b. The methods used, for identifying and preventing deficiencies in the quality of services performed before the level of performance becomes unacceptable.
- c. On-site records of all inspections conducted by the contractor, and necessary corrective actions taken, shall be made available to the Government during the term of the contract.

QUALITY ASSURANCE: The Government will monitor the Contractor's performance under this contract using the quality assurance procedures specified in the Quality Assurance Surveillance Plan (QASP).

- a. Performance Evaluation Meetings: The Project Manager shall meet with the Quality Assurance Engineer (QAE)/COTR weekly during the first month of the contract. Meetings will be held as often as necessary thereafter, as determined by the QAE/COTR, and whenever a Contract Discrepancy Report (CDR) is issued. A mutual effort will be made to resolve all problems identified and written minutes of these meetings will be signed by the Contractor's Project Manager and QAE/COTR. Should the contractor not concur with the decisions in the minutes, the contractor shall state areas of non-concurrence to the Contracting Officer in writing.

STANDARDS FOR QUALITY OF WORK:

- a. Clean Appliances: Surface areas of appliances shall be cleaned with appropriate cleaners. Surface areas shall be grease and dirt free. Appliances shall shine, no smears or streaks shall be on surfaces.
- b. Elevated Cleaning: All surfaces shall be clean and free of dust, dirt, smudges, etc.

- c. Interior/Exterior Glass Cleaning: Glass shall be clean and free of dust, dirt, streaks, watermarks, and grime.
- d. Spot Cleaning: Smudges, marks or spots shall be removed without causing unsightly discolorations.
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UNFORSEEN FACILITY CLOSURES: When an unforeseen facility closure occurs on a regularly scheduled day of work, the Government shall have the following options:

- a. To require the Contractor to perform the work on the following day unless the following day is a Saturday and routine work is not scheduled for Saturday or Sunday.
- b. To forego the work and reduce payment due to the Contractor accordingly for work nor performed on a prorated basis.
- c. To reschedule the work on any day satisfactory to both parties.

CONTRACTOR'S EMPLOYEES:

- a. Shall be subjected to all Federal rules and regulations relative to entering and leaving the building(s).
- b. Shall be physically able to do their assigned work shall be free from any communicable disease.
- c. Shall not disturb paper on desks, open desk drawers or cabinets or use Government telephones.

SAFETY AND FIRE PREVENTION: The Contractor shall be responsible for instructing his/her employees in appropriate safety measures. Housekeeping employees must not place mops, brooms, machines and other equipment in traffic lanes or other locations in such a manner as to create safety hazards. Appropriate, neat appearing, well kept signs to indicate "Danger Hazardous Floors, Walk Left or Walk Right", as applicable, shall be provided by the Contractor and approved by the COTR prior to use. Such signs shall be displayed at all times in all areas where cleaning operations are in progress which necessitate the use of any equipment or supplies such as buckets, wires, ladders, water, wax, etc., which cause a traffic obstruction or personnel hazard. Contractor's employees shall be required to interrupt their work to allow passage of personnel, equipment or carts. When the cleaning of a public traffic area (i.e. lobbies and corridors) result in the temporary hazard of wet/slippery floors, housekeeping personnel will use parallel wet mopping or cleaning procedures.

PERSONNEL – TRAINING: The Contractor will be responsible for the training of his/her employees in the following areas:

- a. Proper use and handling of contract specified and approved detergents, supplies, and equipment.
- b. Care and maintenance of Contractor and Government furnished property.
- c. Familiarization with fire prevention and safety procedures.
- d. Familiarization with applicable FAA policies and regulations and their effect on housekeeping services.